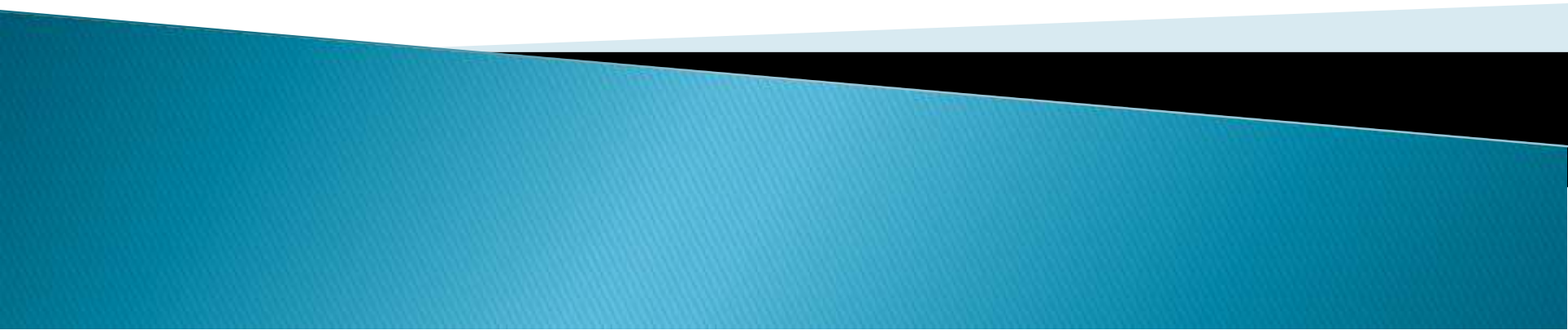


# 911 Communications

FY2020



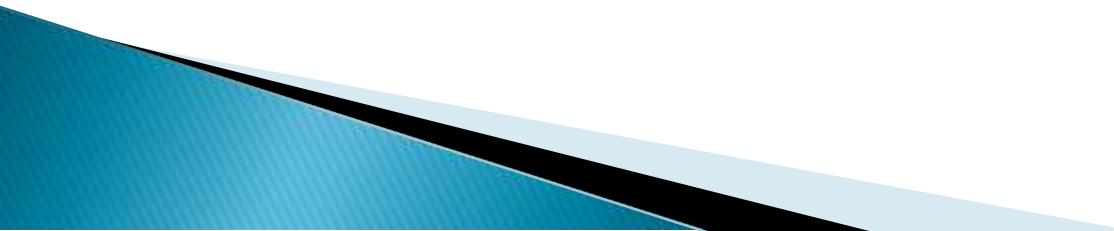
# SPSCC roles and responsibilities

Answers average of 26,000 E911 calls per year.  
Meets NFPA standard of 90% of all 911 calls answered within 10 seconds or less (:08)

Calls for service for law enforcement average about 64,000 per year (CAD)

Calls for service for EMS/fire average about 4500 per year (CAD)

All medical and fire emergencies are processed using standardized NAEMD protocols. QA program in place for review and feedback of medical and fire calls.



# 911 Accomplishments–Remodel Project

- ▶ SPSCC underwent a major renovation this past summer in part due to the generosity of a Tesoro grant. SPSCC was able to maintain operations without interruption of services by the construction of a temporary wall, installing six new dispatch work stations, new anti-static flooring and new paint and motorized blinds.





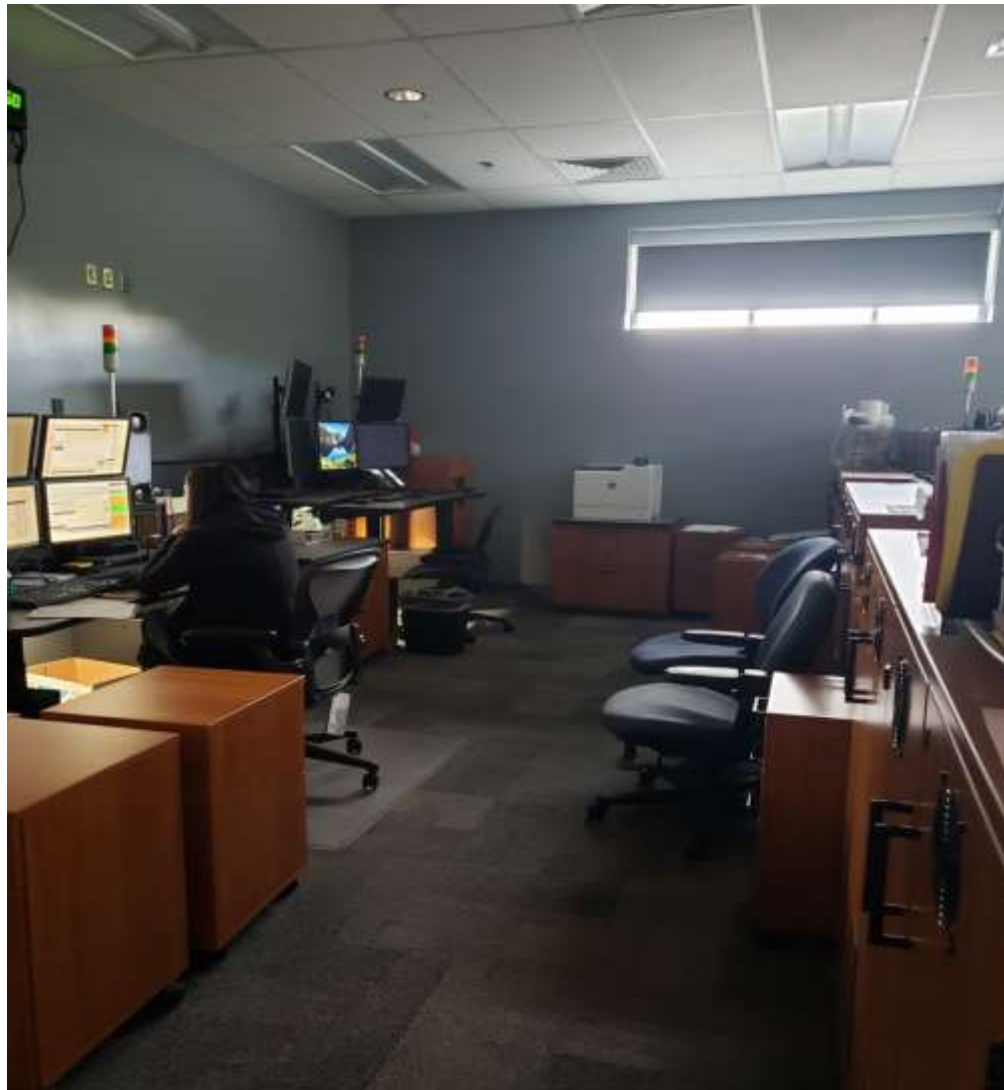




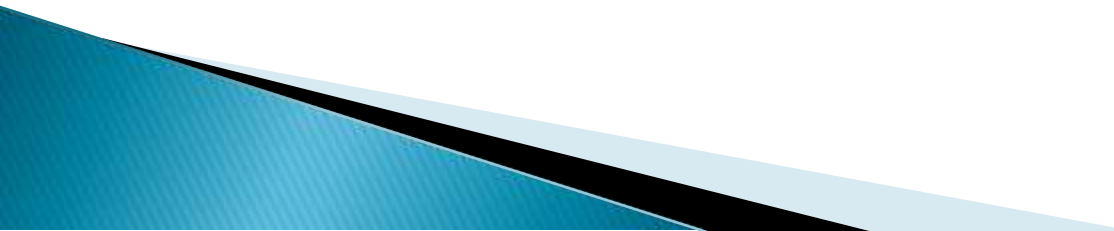








# CAD Upgrade/Station Alerting

- ▶ The KPB and City of Kenai obtained grant funding via the State Homeland Security Program upgrading the existing CAD to an updated version to interface with fire station alerting. We completed an extensive CAD build and training of staff. We worked with fire department personnel to build response plans that coordinate with call types and determinate levels and reflect current auto aid agreements.
- 

CFS #2321

05/20/2019 10:44:27

Copy Call SP5CC9 Zoom Print Cancel Clear

Call Location: Verified Location

CARVER DR / OLIVIA ST

Qualifier Venue RIDGEWAY Override

Location Type: Intersection

Additional Location Information

Beat: AST Quadrant: CES1N (kfd)

Caller Name Contact Caller Phone Extension

69-Structure Fire DE Phone Launch EMD Recommendations

In Progress High Report Fire Controlled

(<New Call>)

69-Structure Fire DE

Call #2321: Unit Recommendations

Recommended Units:

Action	Source	Unit #	Unit Type	Area	Station	Unit Status	ETA
Fire (5 items) Response Plan: CES Fire E1,M1,M5,E,T,KFD							
<input checked="" type="checkbox"/>	Dispatch	Area	CESE1	Engine	CESST1	In Quarters	23:59:59
<input checked="" type="checkbox"/>	Dispatch	Area	CESM1	Medic	CESST1	In Quarters	23:59:59
<input checked="" type="checkbox"/>	Dispatch	Area	CESM5	Medic	CESST5	In Quarters	23:59:59
<input checked="" type="checkbox"/>	Dispatch	Area	CEST1	Tanker	CESST1	In Quarters	23:59:59
<input checked="" type="checkbox"/>	Dispatch	Area	KFDSTA1	Station	KFDST1	Available	23:59:59

Unfulfilled Resources:

Resource	Count
(U) CES Tanker	1
(U) CES Engine	1

Fulfilled Recommendations:

Unit #	Unit Type	Station	Unit Status	ETA	Agency
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Extra Units:

Unit #	Unit Type	Station	Status
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Agency Types: ☐ Police ☐ Fire Additional Requests Excluded Units

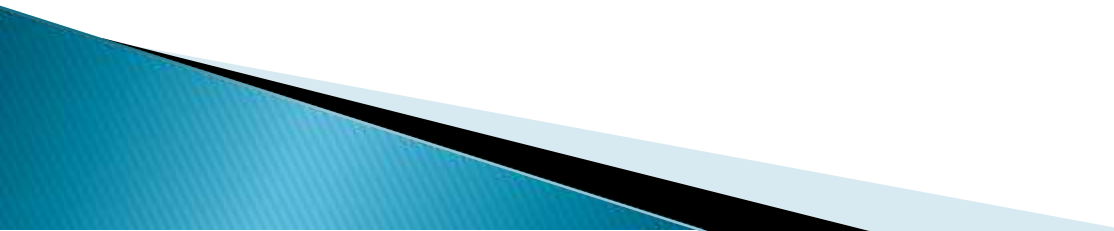
Current Alarm Level: 1 Upgrade

Accept Decline Ignore Resume Show Routes On Map

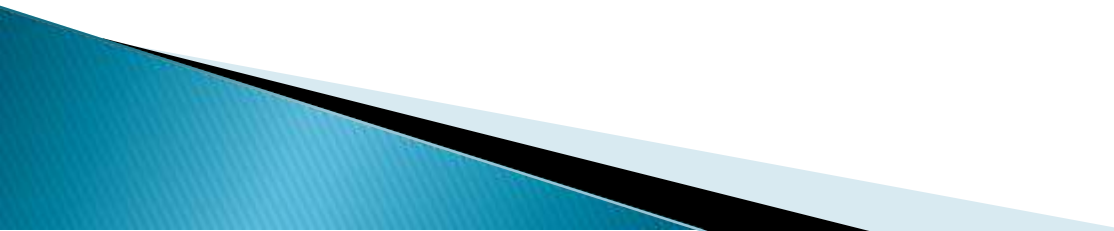
Current Response Plan Override: Preview Alarm Level: << 1 >>

Recommendations Updated: 10:45:08 Refresh

# CAD Upgrade/Station Alerting

- ▶ The first phase of the project was completed in the SPSCC with the CAD upgrade of hard and software installs that will alert participating fire station in CES, Nikiski FD, and City of Kenai Service area. The system will allow scalable alerting from a single station to multiple station deployment based upon the response need. This will automate the process of alerting fire and rescue personnel, enhance communications and decrease response times.
- 

# CAD Upgrade/Station Alerting

- ▶ With the fire station alerting in place dispatch processing time is reduced by sending IP-based alert data over a high speed network which can notify multiple stations simultaneously in less than a second. Basically as soon as the information is entered and pushed through CAD, the initial dispatch is an automated process shaving seconds off dispatch times.
- 





23MAR2014 14:35

Date and time:  
03/28/2014 14:35

Nature:  
Allergic Reaction

Location:  
1835 E 6th St

Units:  
L202

Turnout time

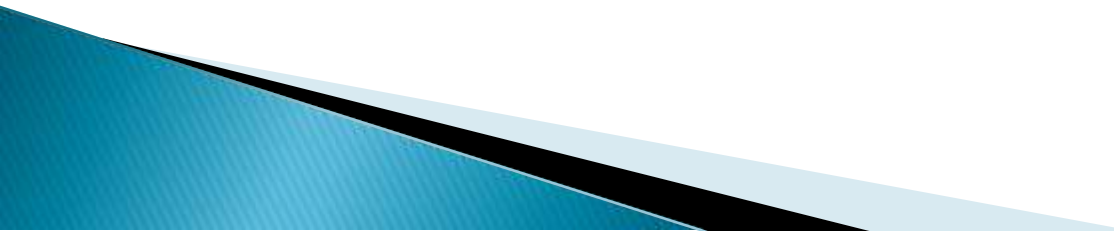
14

SECONDS

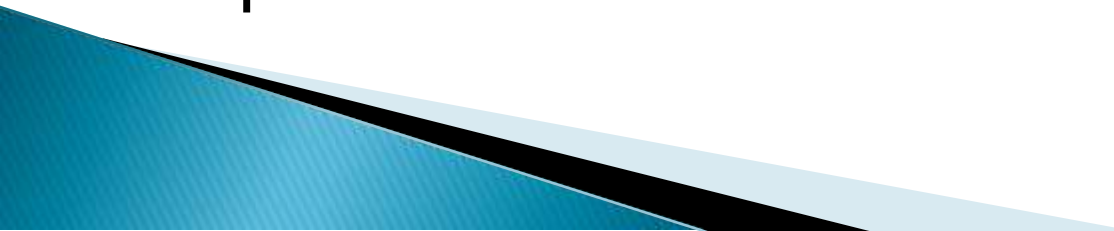
L202



# Other Accomplishments

- ▶ Four new employees hired(three SOA, one KPB). Two have completed the extensive approximately nine month training program and are working independently.
  - ▶ Initiated a employee recognition program–call of the month. An employee or shift is nominated by their fellow co-workers or other department members for the exemplary handling of a 911 call or high risk radio traffic situations.
- 

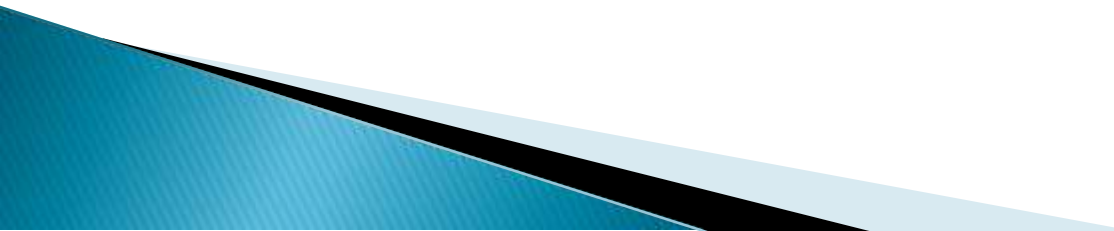
# Other Accomplishments

- ▶ Participated with OEM on the 2019 Alaska Shield Exercise. The exercise was focused on a real-life full scale relocation of call taking and dispatching activities to an alternate location. With the use of the KPB mobile command vehicle and other equipment the dispatch team was able to function without any disruptions to 911 callers or to responders in the field. The observations and feedback will be used to develop a fully operational alternate site.
- 

# 911 Education/Community Resilience Fair



# FY2020 New Initiatives

- ▶ Implementing a radio talk group for all EPHESA agencies—all calls on one radio frequency
  - ▶ Dispatchers participate in call reviews with CES and Nikiski FD
  - ▶ Work with OEM and City of Kenai to establish 911 alternate site
  - ▶ Coordinate with OEM and State of Alaska OIT to install a redundant microwave connection
- 



# Long Term Issues and Concerns

- ▶ Current governance structure of SPSCC—in current talks with DPS to renegotiate a contract—
- ▶ 911 call taking software vendor is purchasing another company and moving all their clients to a new software suite—unknown timing and hardware/software needs or costs